**Service Desk Functionality**

**Masters**

**Service Heads**

|  |  |
| --- | --- |
| Service Head Code | Service Head |
| SH0001 | Rail Tickets |
| SH0002 | Air Tickets |
| SH0003 | Bus Tickets |
| SH0004 | Hotel Booking |
| SH0005 | Taxi Booking |

**Service Heads Mapping**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | **Location** | **Service Head** | **Responsible Person** |
|  |  |  |  |
|  |  |  |  |

**Services For**

|  |  |
| --- | --- |
| Service Head Code | Service Head |
| SF0001 | Broker |
| SF0002 | Freelancer |
| SF0003 | Employee |
| SF0004 | Customer |
| SF0005 | Other |

**Transactions**

Service

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Step No1 : Choose the people for whom arrangements needs to be made**  \*in case the tour is also selected with the service then the self should come by default of the user   |  | | --- | | User record form |   List of people   |  | | --- | |  | |  | |  |   **Step No2 : Choose the arrangements to be made**  **Case 1 : Train Booking**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Date | Time | Source | Destination | Class | Add people |   Service Request Number : 1  Service Request Number : 2 ( in case of another hop )  **Case 2 : Air Booking**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Date | Time | Source | Destination | Class | Add people |   Service Request Number : 3  Service Request Number : 4 ( in case of another hop )  **Case 3 : Bus Booking**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Date | Time | Source | Destination | Class | Add people |   Service Request Number : 5  Service Request Number : 6 ( in case of another hop )  **Case 4 : Hotel Booking**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Date | Check In Time | Check Out | Place | Add people |   Service Request Number : 7  Service Request Number : 8 ( in case of another hop )  **Case 4 : Cab Booking**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Date | Source | Destination | Pickup Time | Pickup Place | Add people |   Service Request Number : 8  Service Request Number : 9 ( in case of another hop )  . |